

FFT Monthly Summary: May 2026



Dr Sivakumar and Dr Gude
Code: P92020

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
46	4	0	0	0	0	0	0	0	50	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:

128

Responses:

50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	46	4	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	46	4	0	0	0	0	50
Total (%)	92%	8%	0%	0%	0%	0%	100%

Summary Scores

100%

0%

0%

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

Not Recommended (%) =
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring

Practice Score: 'Recommended' Rank

Your Score:100%

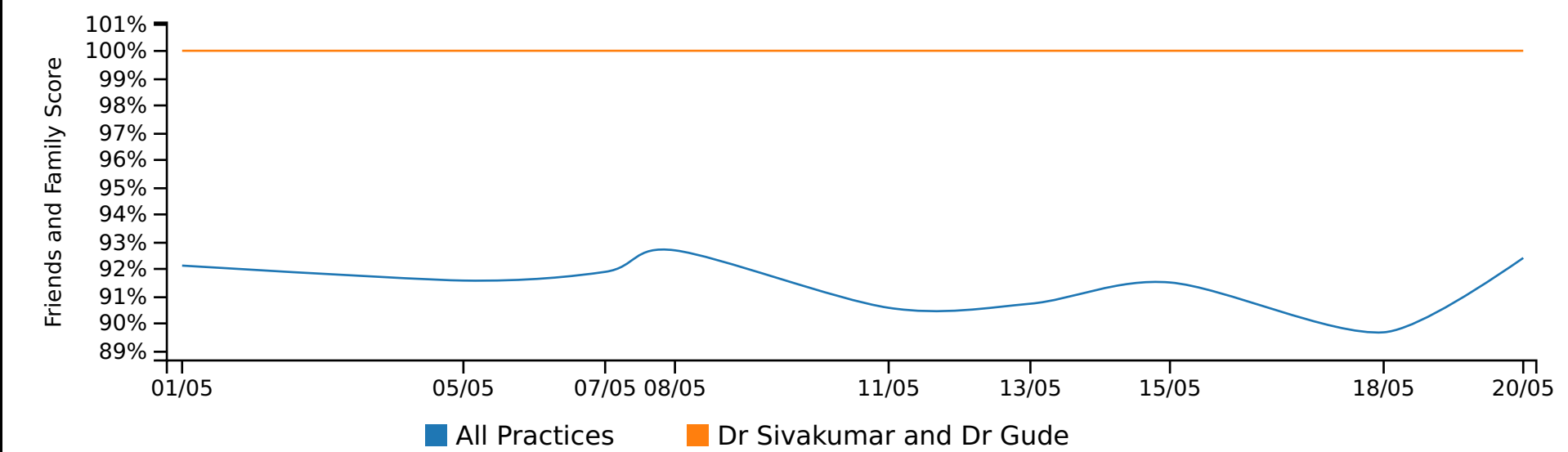
Percentile Rank:100TH

0%50%100%

0%Lowerv ScoreMidHigh Score100%

Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	86%	91%	94%
Dr Sivakumar and Dr Gude	100%	100%	100%

Gender

All Practices

92%

91%

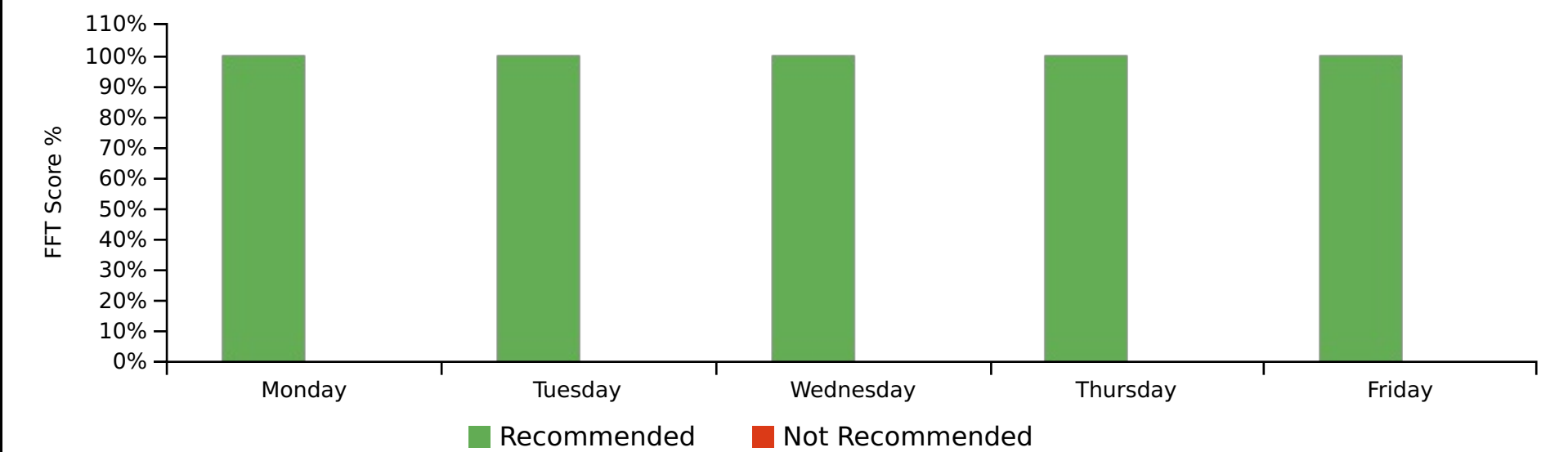
Dr Sivakumar and Dr Gude

100%

100%

Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

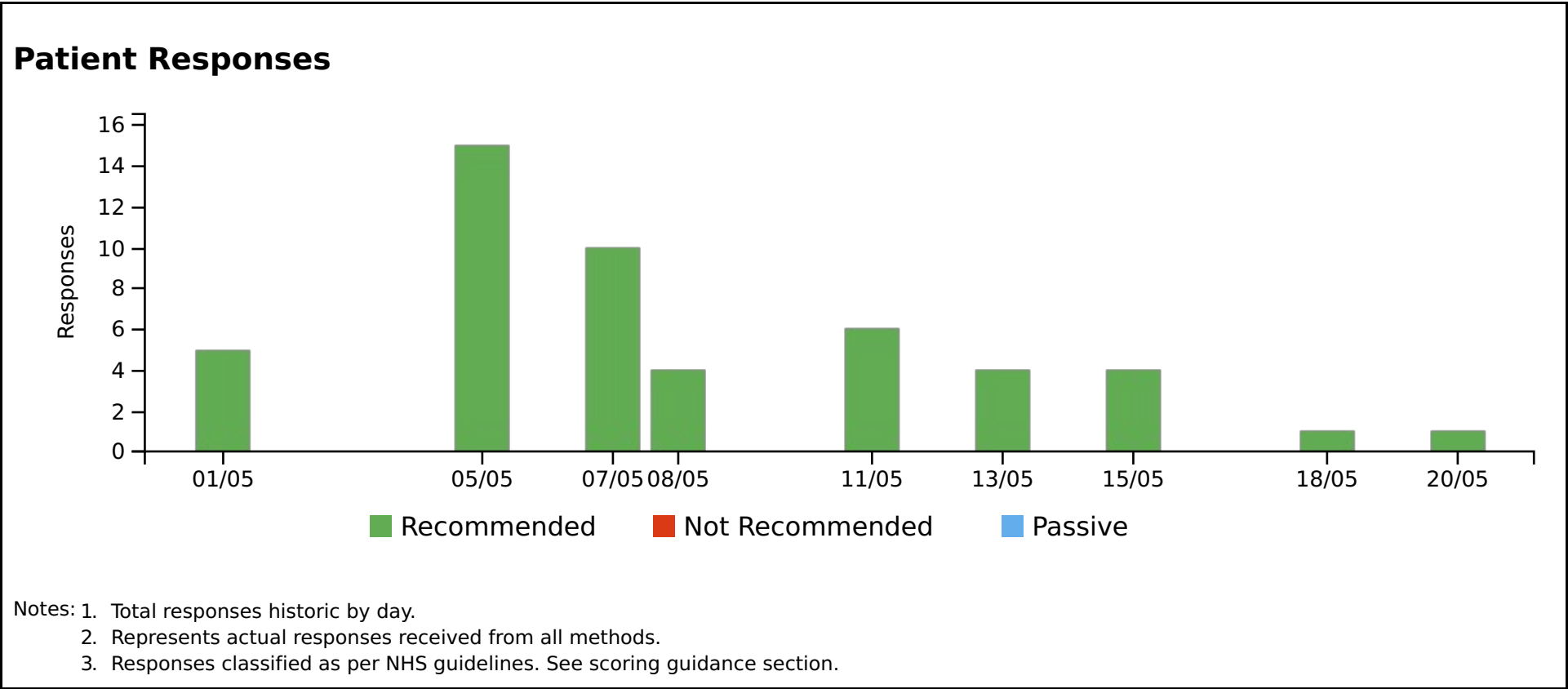
Practice Score: Day of the Week Analysis



Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	8
Arrangement of Appointment	5
Reference to Clinician	21

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud

Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.
2. Classification based on initial response to Q1 rather than content of message.
3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Helpful
- ✓ *Good service very helpful and profesional.*
- ✓ *The service was very quick and efficient and the nurse was lovely ?*
- ✓ *Very thorough*
- ✓ *Very understanding, listened to my concerns and tried to help the best she could*
- ✓ *I was seen promptly and everything was explained to my satisfaction*
- ✓ *The nurse was fantastic. Caring and reassuring.*
- ✓ *The Dr was kind and caring at a time I am very anxious and explained each step we were taking*
- ✓ *Very friendly and very good*
- ✓ *Nurse was very nice and quick service*
- ✓ *The nurse was very nice and asked if I had any problems*
- ✓ *Because the doctor assured me my blood pressure was fine and I didn't have to up my dose of medication.*
- ✓ *3 procedures 1 appointment. Blood Pressure check, annual blood for diabetes taken and he was given the RSV injection. All with 1 appointmentFirst class attention and treatment. Thank you*
- ✓ *Good professional help*
- ✓ *The process and operation are speedy and effective*
- ✓ *My opinion is this doctors practice is the best i have ever had.The receptionist are professional and your never kept waiting on the phone.The doctors are thorough with your ailment and if necessary a hospital treatment is needed their on to it straight away.*
- ✓ *I was seen on time by a very pleasant doctor, he listened carefully to my concerns, examined me and explained the reasons for my discomfort. He reassured me about the headaches I had experienced. I felt relieved when I left.*
- ✓ *Reception staff easy to talk too and always ready to help , Dr Khan who I have seen now a couple of times is very knowledgeable, polite and very helpful and has time to listen which I find is the most important*
- ✓ *Alison was pleasant and made me feel at ease. Xxx*
- ✓ *I just put good because it was.*
- ✓ *Because all the staff are extremely kind and helpful, the doctors are always thorough with their diagnosis and answer any questions you may have, nothing seems to be any trouble.*
- ✓ *Quick appointment time, friendly staff, the doctor was thorough and helpful.*
- ✓ *Alison, the medical team, Doctors and reception staff all very helpful*
- ✓ *Very nice and friendly nurse she was very efficient when she inoculated me didn't feel any pain and reminded me to make an appointment by contacting me with the precise date excellent all round service.*
- ✓ *I saw Tracey who as usual was excellent she explains everything clearly and listens.*
- ✓ *Doctor actually listened carefully and accurately to what I had to say*
- ✓ *Because your reception ladies are very knowledgeable and always happy to help. Your nurses are happy to explain things more than once.*
- ✓ *I was given an appointment the same day and the dr I saw , Dr Khan, was very informative and helpful .*
- ✓ *The doctor listened and was very helpful*
- ✓ *Matters are dealt with there and then with jo judgments and a doctor that really wants to help - makes a huge difference. Vanessa on reception always super helpful*
- ✓ *Very polite friendly*
- ✓ *Care for patients.Pleasant environment.Appointment on time.*
- ✓ *The engineer was very pleasant and persevered with the problem and now it is working perfectly thank you*
- ✓ *The health nurse made me so relaxed no waiting too which is good because of my anxiety..*
- ✓ *Professional*
- ✓ *Was seen to by all promptly in a pleasant manner .treatment good*
- ✓ *Taken blood sample didn't feel it and she is a very nice person*
- ✓ *Always good service and vey helpful receptionist*
- ✓ *The doctor that dealt with my problem was so helpful and understanding*
- ✓ *Easy booking service and helped me with my request*

Not Recommended

